BHAVNAGAR MUNICIPAL CORPORATION

Computer Department, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar

Subject :- Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)

Reference :- TENDER NO: BMC/COMPUTER/07/2024-25

-:: Corrigendum ::-

With reference to the Tender No: BMC/COMPUTER/07/2024-25 for "Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)" of Computer Department, Bhavnagar Municipal Corporation published on dated 05/03/2025.

So, hereby we modified below points of tender document.

Clause No. /Details	Existing Description/Actual Details	Modified Details
Page no.: 38 Section 4:Terms and Conditions, Clause No.:4.1.2	**Priority-wise SLA for Issue Resolution:** The agency must resolve errors/issues according to the priority and time limits below. If the agency fails to meet the specified SLA, penalties will be applied as follows:	Service Level Agreement & Penalty for Issue Resolution: The agency must resolve errors/issues according to the priority and time limits below. If the agency fails to meet the specified SLA, penalties will be applied as follows. Please refer to the attached **Annexure** for the detailed SLA & penalty table.
Page no.: 4 Section 1 : Pre-Qualification Criteria. Table Sr. No. 12	-	The bidder must have a main office or a branch office in the state of Gujarat to ensure efficient support and services. If the bidder does not have an existing office in the state of Gujarat, they must set up one within 60 days of winning the bid and submit supporting documents as proof of establishment.

Annexure

Activity/Priority	Time limit (in Days)	Priority Description	Penalty Amount (in Rs./day)
Delay in Chatbot Development	120	Project not completed within the given timeline	2000/-
P1	1	Major functional failure / Breakdown /High Priority/Urgent work required by BMC	3000/-
P2	3	Some parts of system hamper the office work	2000/-
P3	20	Minor change which does not affecting routine work	500/-
Unattended Meeting	[As decided by BMC]	Visit BMC to do Discussion for current work progress or new proposed work discussion or any critical error/issue arise	1500/-
Delay in Submission of MOM	5	Complete Minutes of Meeting within timeline and with accuracy	300/-
Delay in New development/ Major modification During AMC	[As decided by BMC]	New Development work or Major modification	1000/-

Signature Not Verified
Signed by:Arvind G. Mer
EDP Manager
Date: 2025.03.17
19:24:30 +05.30

File No: BMC/RWCDM/e-file/340/2025/0730/Computer
Approved By: Municipal Commissioner,Commissioner office,BMC
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1/2

E.D.P. Manager
Computer Department
Bhavnagar Municipal Corporation

File No: BMC/RWCDM/e-file/340/2025/0730/Computer
Approved By: Municipal Commissioner,Commissioner office,BMC
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BHAVNAGAR MUNICIPAL CORPORATION

Computer Department, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar

Subject :- Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)

Reference :- TENDER NO: BMC/COMPUTER/07/2024-25

-:: Pre-bid Meeting Queries-Clarification ::-

The pre-bid meeting for the above subject work was held on 12/03/2025 at BMC. During the said pre-bid meeting, the queries and suggestions received and decisions taken are as follows

Sr. No.	Page Number of Bid Doc.	Existing Clause	Query of Bidder-Suggested Changes	BMC Clarification
1	Page no.: 4 Section 1: Pre-qualification Criteria Point no.: 5	The Bidder must have successfully completed at least three software projects in the software development or software maintenance within the last five years (Date will be calculated from the last date of physical submission of bid). Out of these: - At least one project must be related to WhatsApp chatbot development or maintenance. - At least one project must have been successfully executed for a Central/State Government or an Urban Local Body.	We kindly request to the authority kindly add private clients as well. This adjustment would enhance the inclusivity of the process and allow for a more diverse set of applicants to participate.	No changes in existing clause
2	Page no.: 11 Section 2: How to Submit Bid, Point No.:2.3	Envelope No.3: Seal both the envelope (No.1 & 2) separately and put these two envelopes in third envelope of bigger size and seal it. This big envelope must be superscripted as "Tender/Bid Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)" and send it to EDP Manager, Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001 through Registered Post / Speed Post / Courier.	We assume that submission is to be done online as in the starting itself it says that bid needs to be submitted online.	The bidder (authorized signatory) must submit their proposals online on https://tender.nprocure.com including the technical (prequalification) and financial documents. Physical copy of the Technical Proposal needs to be submitted at BMC Office along with the Tender Processing Fees & EMD as per the timeline specified in the Important Information Sheet

File No: BMC/RWCDM/e-file/340/2025/0730/Computer
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3	Page no.: 14 Section 3: Scope of Work, Point No.:1.4.1	Enable integration with existing municipal systems, such as tax, grievance redressal, health, and education services, for real-time data exchange	Please suggest how many integrations are required	Approximately a minimum of 8 software integrations are required as per BMC's requirements.
4	Page no.: 14 Section 3: Scope of Work, Point No.:1.5.1	Ensure the chatbot is designed to accommodate additional languages, services, or integration needs with minimal effort.	Please suggest how many languages are required	Mainly English & Gujarati Langauges are required
5	Page no.: 16 Section 3: Scope of Work, Point No.:3.6	Leverage third-party APIs and cloud services where required to enhance chatbot functionality.	Please suggest the total number of APIs	The total number of APIs required depends on the software services and will be determined based on requirement gathering and BMC's requirements as needed.
6	Page no.: 20 Section 4:Terms and Conditions, Point No.:1.1.1	Bidder has to submit Non refundable Tender Fee of Rs.1500/-(One Thousand Five Hundred Only) shall be submitted in the form of Demand Draft of any Nationalized Bank (having branch at Bhavnagar) in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.	We are a startup approved by Department of Industrial Policy and Promotion (DIPP) have been recieving exemptions for tender fees. Request you to consider giving exemption.	No changes in existing clause
7	Page no.: 20 Section 4:Terms and Conditions, Point No.:1.1.2	Bidder has to submit E.M.D. of Rs.64500/-(Sixty-four thousand five hundred) shall be submitted in the form of Demand Draft of any Nationalized Bank(having branch at Bhavnagar) in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.	We are a startup approved by Department of Industrial Policy and Promotion (DIPP) have been recieving exemptions for EMD. Request you to consider giving exemption.	No changes in existing clause
8	Page no.: 32 Section 4:Terms and Conditions, Point No.:2.6	Source Code Handover and Ownership: The agency must provide the final source code, along with all associated documentation, to BMC upon request or at the end of the AMC period. The source code must be delivered on a secure medium (e.g., DVD or external storage). BMC will retain sole ownership of the source code and reserves the right to use, modify, or extend it for any purpose without restrictions.	We assume that Intellectual Property/Source Code of the bidders platform/solution remains with the bidder.	The ownership of the Intellectual Property / Source Code will remain with BMC

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9	Page no.: 37 Section 4:Terms and Conditions, Point No.:3.8	Simultaneous Work Management: If multiple tasks are assigned by BMC, the agency must ensure timely completion of all tasks by adding or managing resources as needed, without incurring additional costs.	We assume that simultaneous work management will be realted to defined scope of work in the document. Kindly confirm.	Simultaneous work management will be aligned with the defined scope of work in the document, based on requirement gathering and BMC's requirements.
10	Page no.: 42 Section 7: Commercial Bid	Commercial Bid	As per the scope bidder needs to implement the solution on WhatsApp too. Meta has its own rate for the below mentioned categories: Marketing Utility Authentication Services We request you to add these categories and corresponding expected volumes in the commercial offer line items Also, please share the payment terms.	The bidder has to quote only for chatbot development & maintenance

E.D.P. Manager
Computer Department
Bhavnagar Municipal Corporation

File No: BMC/RWCDM/e-file/340/2025/0730/Computer
Approved By: Municipal Commissioner,Commissioner office,BMC
Open the document in Adobe Acrobat DC to verify the E-sign

BHAVNAGAR MUNICIPAL CORPORATION

Sir Mangalsinhji Road, Near Kalanala Circle,
Bhavnagar(Gujarat)-364001

Request for Proposal
for
Selection of Service Provider For Development, Maintenance & Support
of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation
(With AMC of 1 Year)

Tender Ref. No.	:-	BMC/COMPUTER/07/2024-25
Department Detail	:-	Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar – 364001. Contact No.(0278)2431887, E-Mail : itmanager.bmc@gmail.com Web : bmcgujarat.com

February-2025

TENDER NOTICE

Bhavnagar Municipal Corporation(BMC) invites online bids from eligible vendor for "**Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)**" through https://tender.nprocure.com portal.

IMPORTANT INFORMATION

Tender Notice No.	BMC/COMPUTER/07/2024-25
Organization Name	Bhavnagar Municipal Corporation
Tender Inviting Authority	EDP Manager, Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001. Contact No.(0278)2431887 E-Mail : itmanager.bmc@gmail.com
Name of Work	**Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)**
Project Duration	4 Month Development + 1 Year AMC
Type of Contract	Development + AMC
Tender Type	Open Online
Bidding Type	Two stage(Technical bid and Commercial bid)
Tender Fee (Non-Refundable)	**Rs.1500/- (Rupees Fifteen Hundred Only)**
E.M.D. (Refundable)	**Rs.64500/-(Sixty-four thousand five hundred)**
Schedule of E-Tender	Tender Publishing Date	05/03/2025
	Start Date for the Submission of Proposal (Online)	05/03/2025 at 12:00 hours
	Last Date for the Submission of Proposal (Online)	20/03/2025 up to 18:00 hours
	Last Date for the Submission of Queries for Pre-bid Meeting	10/03/2025 up to 18:00 hours
	Pre-Bid Meeting Date	12/03/2025 at 12:00 hours
	Last Date for Physical Submission of E.M.D., Tender Fee, Technical Proposal and Supporting Documents.	24/03/2025 up to 18:00 hours
	Date for Opening of Technical Proposal	25/03/2025 at 12:00 hours
	Date for Opening of Commercial/ Financial Proposal	Intimated later to qualified bidders only
Address for (1) Pre-bid Meeting (2) Physical Submission of Bid (3) Opening of Technical Bid (4) Any other Correspondence	Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar-364001 Contact No.(0278)2431887
Bid Validity	180 days from the last date of online bid submission
E-Tendering website	https://tender.nprocure.com

1. This tender document can be downloaded from BMC's website(www.bmcgujarat.com) as well as from online procurement portal (www.tender.nprocure.com). Bidders are advised to carefully read this tender document before submitting his bid.

2. Two Bid System(Technical and Commercial) will be followed for this tender.

3. Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the bidding document. Failure to furnish all information prescribed in the bidding documents or submission of bids not substantially responsive to the bidding documents in every respect may result in the rejection of the bid. Bidder must submit the technical and financial bid in prescribed format without any deviation.

4. BMC reserve the right of discretion to change, modify, add to or alter any or all of the provisions of this tender document and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the BMC's website and it will become part of Tender. No individual communication will be sent to the individual bidders.

5. It may be noted that corrigendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to this tender will not be published through any advertisement in newspapers or any other media. It would be responsibility of the bidder to check the websites regularly for any change in relation to this Tender.

6. The Bidder shall bear all costs associated with the preparation and submission of the bid.

7. Bidder shall submit their bids on https://tender.nprocure.com. In addition to that, self-attested (seal and signature on each page by authorized person) hard copy for Eligibility &Technical bid to be submitted at BMC Office along with the Bid Processing Fees & EMD on or before last date of physical tender submission. However, Financial Bid must be submitted only online through e-Tendering website on https://tender.nprocure.com using digital signatures.

8. This Tender notice shall form a part of contract document.

SECTION-1 : Pre-qualification Criteria

Bids fulfill following Technical Eligibility Criteria shall be eligible for Financial Evaluation. The Bidders should furnish documentary evidence supporting the information provided by them as part of the bidding process. The Tenderer shall have to submit Prequalification Bid with related documents in "Hard Copy" through Regd.A.D. / Post. This cover must contain of following **(To qualify in technical bid below documents must have to submit)**:

Sr. No	Pre-qualification Criteria	Supporting Document to be furnished
1	The Bidder must have to submit bid letter	**As per annexure-1**
2	Registration certificate of firm (Any Software Development firm/company/ organization/agency that registered as per government norms can apply)	Certificate of Incorporation **or** Memorandum and Articles of Association **or** Partnership deed **or** Registration Certificate issued by Registrar of Firm, MSME etc.
3	Authorization letter for signing the bid document on behalf of the bidder.	**As per annexure-2**
4	Bidder shall have minimum average annual turnover of Rs.50 Lacs for the last three financial year (financial year 2021-22, 2022-23 and 2023-24)	Single page CA certificate **as per Annexure-3** and Income Tax Return Acknowledgement
5	The Bidder must have successfully completed at least three software projects in the software development or software maintenance within the last five years (Date will be calculated from the last date of physical submission of bid). Out of these: • At least one project must be related to WhatsApp chatbot development or maintenance. • At least one project must have been successfully executed for a Central/State Government or an Urban Local Body.	List of recent jobs carried out in tabular format **as per Annexure-4** and bidder has to **attach** copy of Work Orders / Relevant Support Certificates and satisfactory completion/ongoing certificate from competent authority
6	The Bidder shall not be under a declaration of Ineligibility / Banned / Blacklisted by any Government or Quasi-Governmental bodies or PSUs for any reason as on last date of applying tender.	A self-declaration (**as per annexure-5**) on Rs.100/- stamp paper and it should be original government notarized copy or duly attested by the first class magistrate

7	GST Registration Certificate	GST Registration Certificate
8	PAN Card	PAN card
9	EPF Registration Certificate	EPF Registration Certificate . Note : If EPF not applicable, then bidder has to provide disclosure **as per Annexure-6**
10	ESIC Registration Certificate	ESIC Registration Certificate. Note : If ESIC not applicable, then bidder has to provide disclosure **as per Annexure-7**
11	Compliance Sheet	**as per Annexure-9**

Evaluation of Technical Bid

1. The Technical Bids of only those Bidders, who qualify in the Pre-Qualification (and/or Technical Qualification) stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) / BMC Computer Department shall invite each Bidder to make a presentation cum-demonstration as part of the technical evaluation.

2. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

3. BMC reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks.

4. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

5. Technical Evaluation of the bids would be carried as follows:
   i. BMC may appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the Pre-qualification, technical and commercial bids received.
   ii. The BMC Computer Department / BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. BMC may waive any informality or non-conformity in a bid which does not constitute a material deviation according to BMC.
   iii. The bid prices should not be mentioned in any part of the bid other than the Commercial Bid.
   iv. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid.
   v. The Technical Bids of only those Bidders, who qualify & meet all the criteria in the Pre-Qualification stage, shall be considered, and will be evaluated as per the evaluation criteria given in the section below by the BMC Computer Department / Bid Evaluation Committee (BEC).
   vi. The BMC Computer Department / BEC may require verbal/written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid.
   vii. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid.
   viii. BMC reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks
   ix. Technical Evaluation of the bids would be carried as follows:

Section	Evaluation Criteria	Marks
A	Bidder Capability- Financial Strength, Resources Strength	20
B	Technical Capability, Certifications and Experience	25
C	Solution proposed and Approach & Methodology for Implementation	55
	Total	100

The following sub-sections explain how the Bidders shall be evaluated on each of the evaluation criteria

#	Criteria Category	Evaluation criterion details	Max Marks (Total =100)	Supporting Documents required
A	**Bidder Capability (Maximum Marks - 20)**			
A1	Financial Strength of the bidder	**Average Annual Turnover from IT/ITES services for the last three audited financial years:** $\geq$ 50 Lac and < 1 $Crore$: 5 $Marks$ ≥ 1 $Crore$ and < 2 $Crore$: 8 $Marks$ ≥ 2 $Crore$: 10 $Marks$	10	• Audited Balance sheet & P&L statements for last 3 years • Turnover Certificate (from the Statutory Auditor/Chartered Accountant)
A2	Resource Strength	**The bidder must have at least 20 technical experts on its payroll as of the date of bid submission:** **≥ 20 Technical Experts on payroll:** 3 Marks **≥ 30 Technical Experts on payroll:** 4 Marks **≥ 40 Technical Experts on payroll:** 5 Marks	5	declaration from HR.
A3	Technical Resources	The bidder must have technical experts, including a Project Manager or a Solution Architect/Chatbot Consultant: Project Manager with experience in a minimum of 2 projects: **4 Marks** Project Manager with experience in a minimum of 3 projects: **5 Marks**	5	Submission of Detailed CV

#	Criteria Category	Evaluation criterion details	Max Marks (Total =100)	Supporting Documents required
B	**Technical Capability, Certifications and Experiences (Maximum - 25 Marks)**			
B1	WhatsApp Business API and Chatbot Development Project Experience	The bidder must have experience in software development or maintenance work in India, with each project valued at a minimum of INR 15 lakhs during the last five years. The marking criteria are as follows: • **1 Project** – 5 Marks • **2 Projects** – 10 Marks • **3 Projects** – 15 Marks • **More than 3 Projects** – 20 Marks **Additional Marks:** • Additional **5 Mark** for Whatsapp Chatbot Development using Python Technology	25	Work Order / Agreement AND Completion Certificate / Go-Live Certificates from the client for all projects

#	Criteria Category	Evaluation criterion details	Max Marks (Total =100)	Supporting Documents required
C	**Solutions proposed and Approach & Methodology, Platform for implementation (Maximum Marks - 55)**			
C1	Approach & Methodology	Proposed Approach & Methodology shall be evaluated on following parameters: • Overall understanding of BMC's requirements & explanation on how the proposed solution would meet these requirements clearly • Platform capability • Overall strategy to provide integration with other systems proposed as part of Solution • Solution Architecture, Deployment Architecture, Application Architecture, Integration framework • Business Continuity Plan, Backup & Restoration, Quality Assurance Processes, etc. • Project Management approach with effective usage of project management tools • Team structure with proposed resources including onsite and offsite deployment • Proposed quality control procedures • Risk and mitigation plan • Approach proposed for SLA Monitoring. • Implementation methodology • Change management • Testing procedures innovations and tools	20	Technical Proposal Maximum 50 Pages including Charts, Graphs, Screenshots
C2	Innovativeness in the Solution	Bidder is required to propose the innovations and enhancements for the Solution to make it comprehensive. The innovations from the bidder may include • Data Mining and Use of data Analytics for BMC Services • Use of AI, ML in the Solution Design	10	Detailed Submission of the Use Cases, Potential benefits (Technical and Functional) as a separate section in signed technical

		• Any other as may be proposed by the bidder			bid under approach and methodology section
C3	Project Presentation	Following parameters will be evaluated during presentation: • Understanding of project requirements (functional and technical) and completeness of proposed solution • Approach & Methodology for implementation • Innovation proposed in the technical solution • Implementation Timelines and Staffing Plan Clarifications given during Presentation	25	Detailed presentation by the bidder to the Tender Evaluation Committee / BMC Computer Department.	

SECTION-2: How to Submit Bid

Bid should be submitted in the following manner:

2.1 Envelope No.1 (Pre-Qualification): Shall contain Following Documents.

    a) DD for Tender Fee

    b) DD for Earnest Money Deposit (EMD)

    c) Bid letter

    d) Registration Certificate of Firm

    e) Authorization letter

    f) Non-Blacklisting Certificate

    g) GST Registration Certificate

    h) PAN Card

    i) EPF Registration Certificate

    j) ESIC Registration Certificate

    k) Compliance Sheet

2.2 Envelope No.2 (Technical Bid): Shall contain all the required information and supporting documents in the same serial order as mentioned below. The envelope must be clearly labeled as **"Technical Bid Proposal"** at the top.
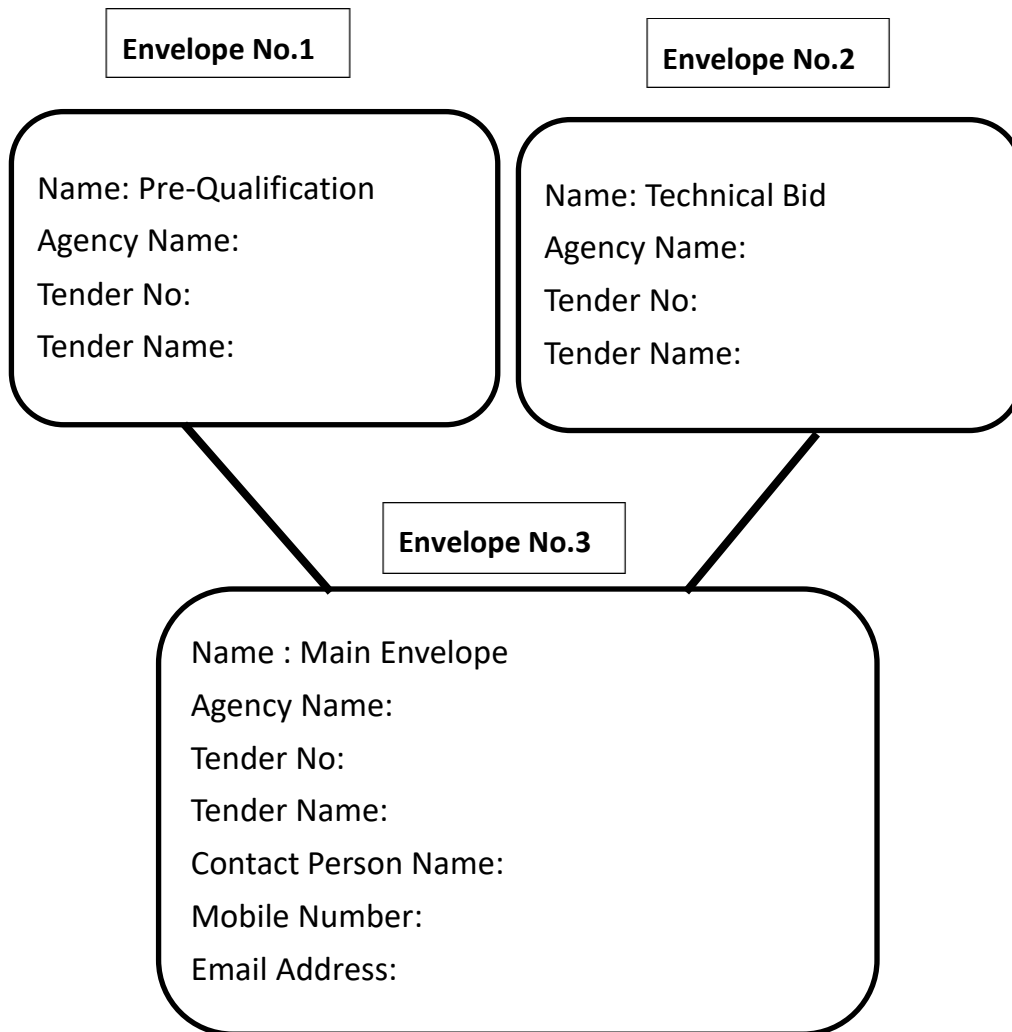
    a) Agency Turnover Certificate

    b) Resource Strength Details

    c) CV of The Project Manager

    d) Work Order/Agreement AND Completion Certificate / Go-Live Certificates

    e) Document Regarding Approach & Methodology

    f) Document Regarding Innovativeness in the Solution

2.3 Envelope No.3: Seal both the envelope (No.1 & 2) separately and put these two envelopes in third envelope of bigger size and seal it. This big envelope must be superscripted as "**Tender/Bid Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)**" and send it to **EDP Manager, Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001** through Registered Post / Speed Post / Courier.

2.4 All envelopes shall indicate the Agency name, Tender No, Tender Name, address, email id of bidder along with contact number and contact person name.

2.5 Late or delayed proposal shall not be considered. Therefore, please ensure that the tender is submitted/ posted well in time to reach us before the due date.

2.6 BMC will not be responsible for any postal delay.

2.7 Any Bid received by BMC after the deadline for submission of Bids shall be declared late and will be rejected.

2.8 The tenders (which do not have any work related indication on envelope) which may get opened before the due date are liable to be rejected.

2.9 Original tender documents & Corrigendum(if any) must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly.

2.10 Each and every documents attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.

How to Prepare Tender Bid Envelopes

Envelope No.1

Name: Pre-Qualification

Agency Name:

Tender No:

Tender Name:

Envelope No.2

Name: Technical Bid

Agency Name:

Tender No:

Tender Name:

Envelope No.3

Name : Main Envelope

Agency Name:

Tender No:

Tender Name:

Contact Person Name:

Mobile Number:

Email Address:

SECTION-3 : Scope of work

BMC intends to provide a WhatsApp Chabot facility to the citizens of Bhavnagar, offering personalized BMC-related services and seamless interaction for various municipal needs.

1. **Development and Deployment of WhatsApp Chatbot**

    1.1 Design and Development:

    1.1.1 Build a dynamic WhatsApp chatbot tailored to Bhavnagar Municipal Corporation (BMC) requirements, focusing on scalability and modular architecture.

    1.1.2 Leverage conversational AI and Natural Language Processing (NLP) to ensure intuitive and accurate interactions.

    1.1.3 Implement adaptive learning capabilities to improve chatbot responses based on user behavior and feedback.

    1.2 Deployment:

    1.2.1 Deploy the chatbot on a secure and scalable environment supporting both **Ubuntu** and **Windows servers**, ensuring optimal performance and reliability.

    1.2.2 Integrate seamlessly with WhatsApp Business API for smooth operations and compliance with WhatsApp guidelines.

    1.3 Personalized Citizen Interactions:

    1.3.1 Offer tailored responses and suggestions based on user profiles, preferences, and interaction history.

    1.3.2 Incorporate user authentication mechanisms like OTP or citizen ID verification for secure access to personalized services.

    1.4 Service-Oriented Features:

    1.4.1 Enable integration with existing municipal systems, such as tax, grievance redressal, health, and education services, for real-time data exchange.

    1.4.2 Develop workflows for common citizen requests, ensuring smooth and efficient resolution.

    1.5 Future-Ready Architecture:

    1.5.1 Ensure the chatbot is designed to accommodate additional languages, services, or integration needs with minimal effort.

    1.5.2 Provide APIs and hooks for easy integration with third-party services or new modules.

1.6 Testing and Quality Assurance:

1.6.1 Conduct extensive testing, including usability testing, stress testing, and security testing, to ensure a seamless experience.

1.6.2 Perform beta testing with select users to gather feedback and optimize the chatbot before full deployment.

2 Indicative Features and Functionalities

2.1 Multilingual Support:

2.1.1 Provide interactions in English and Gujarati to cater to diverse citizen needs.

2.1.2 Enable future scalability for additional languages based on user demand.

2.2 Service Categories:

2.2.1 Complaint Registration and Tracking: Allow citizens to raise grievances with guided prompts for accurate and detailed submissions.

2.2.2 Implement a tracking system with real-time status updates and escalation mechanisms.

2.3 Tax Services:

2.3.1 Enable access, inquiries, and payments for property tax, professional tax, vehicle tax, and other related taxes.

2.3.2 Integrate API connectivity with tax management systems for accurate real-time data.

2.4 Location-Based Services:

2.4.1 Provide geolocation-based searches for nearby:

2.4.2 Health facilities (dispensaries, hospitals, vaccination centers).

2.4.3 Education centers (schools, colleges, anganwadis).

2.4.4 Recreation facilities (parks, community centers).

2.4.5 Ward offices and other civic amenities.

2.5 Civic Services:

2.5.1 Grievance Redressal: Offer streamlined interfaces for citizens, businesses, and tourists to register complaints.

2.5.2 Automate status notifications and provide contact details for further support.

2.6 Additional Services:

2.6.1 Integrate a search functionality to retrieve live tender details using tender/bid numbers.

2.6.2 Implement a directory for BMC updates, including news, events, and announcements.

2.7 Enhanced User Interaction:

2.7.1 Provide interactive FAQs and self-service options for instant query resolution.

2.7.2 Include multimedia support, such as maps, downloadable forms, and informational videos.

2.8 Proactive Assistance:

2.8.1 Send reminders for tax payments, complaint updates, or scheduled civic services.

2.8.2 Enable subscription-based alerts for tenders, news, or events.

Note: The features and functionalities mentioned above are indicative and will be finalized during the requirement gathering phase.

3 Technical Requirements

3.1 The Selected Bidder has to Develop the chatbot using Python technology, incorporating frameworks such as Flask or Django for backend development.

3.2 Utilize Natural Language Processing (NLP) libraries and tools like Rasa, Dialogflow, or spaCy to enable intelligent conversation handling.

3.3 Deploy on a secure, scalable server environment supporting both Ubuntu and Windows servers.

3.4 Ensure seamless integration with WhatsApp Business API and compliance with its guidelines and standards.

3.5 Implement a robust database management system such as PostgreSQL or MySQL for storing and managing data efficiently.

3.6 Leverage third-party APIs and cloud services where required to enhance chatbot functionality.

4 Integration and Operations

4.1 Perform API integrations to enable seamless interaction with dynamic municipal systems, including tax portals, grievance management systems, health services, and other third-party platforms.

4.2 Support static content delivery and redirection-based services with efficient fallback mechanisms for uninterrupted user experience.

4.3 Develop advanced chatbot features such as:

4.3.1 Contextual understanding for personalized interactions.

4.3.2 Adaptive learning to improve responses based on user interactions.

4.3.3 Modular architecture to allow easy updates and scalability.

4.4 Ensure chatbot scalability to accommodate increasing user loads and service demands.

4.5 Provide comprehensive operations and maintenance, including:

4.5.1 Regular updates for introducing new features or adapting to BMC's evolving requirements.

4.5.2 Proactive monitoring and debugging to ensure uninterrupted service.

4.5.3 Performance optimization to maintain high response accuracy and speed.

5 Reporting and Analytics

5.1 Develop an intuitive and interactive admin dashboard for BMC officials to monitor:

5.1.1 Real-time chatbot usage statistics, including the number of user interactions, resolved queries, and response times.

5.1.2 Service category trends to identify high-demand services and optimize resource allocation.

5.1.3 User engagement metrics such as retention rates, feedback, and satisfaction scores.

5.2 Implement analytics features powered by AI/ML to provide actionable insights, including:

5.2.1 Predictive analytics for anticipating user needs and improving service planning.

5.2.2 Sentiment analysis to understand user feedback and enhance interaction quality.

5.3 Enable data export functionality in multiple formats (CSV, PDF) for offline analysis and reporting.

5.4 Develop a feedback loop within the chatbot for citizens to rate services and provide suggestions, integrating this data into the analytics system for continuous improvement.

5.5 Ensure compliance with data privacy regulations by anonymizing user data in reports and dashboards.

6 Training and Documentation

6.1 Conduct comprehensive training sessions for designated BMC staff, covering:

6.1.1 Basics of chatbot operations, including monitoring and managing interactions.

6.1.2 Advanced topics such as integrating new services, managing APIs, and configuring multilingual support.

6.1.3 Troubleshooting common issues and understanding error logs for efficient resolution.

6.2 Provide role-specific training for administrators, technical teams, and end-users to ensure seamless chatbot management.

6.3 Develop detailed and user-friendly documentation, including:

6.3.1 User Manuals: Step-by-step guides for interacting with the chatbot, both from the citizen's perspectives.

6.3.2 Technical Guides:

6.3.2.1 Chatbot architecture and framework details.

6.3.2.2 API integration steps and supported formats.

6.3.2.3 Configuration settings for services, languages, and user flows.

6.3.3 Troubleshooting Documentation: Common issues, resolution steps, and escalation procedures.

6.4 Establish a knowledge base or FAQ section within the chatbot for staff and citizens, addressing common questions and updates.

6.5 Offer post-deployment support with periodic refresher training to ensure staff stay updated on new features and changes.

7 Compliance and Security

7.1 Ensure full compliance with relevant data protection regulations, including GDPR, CCPA, or applicable local laws, to protect user privacy and maintain legal standards.

7.2 Implement robust security measures, including:

7.2.1 End-to-end encryption for all chatbot communications to safeguard sensitive user data.

7.2.2 Role-based access control (RBAC) to restrict access to the admin dashboard and sensitive functions.

7.2.3 Regular security audits and vulnerability assessments to identify and address potential risks.

7.3 Use industry-standard protocols for secure data transmission and storage, such as HTTPS and encrypted databases.

7.4 Ensure compliance with WhatsApp Business API guidelines, including data usage policies, template message formats, and opt-in requirements.

7.5 Develop a disaster recovery and backup plan to ensure data integrity and service continuity during unexpected outages.

7.6 Monitor chatbot infrastructure in real-time for potential breaches, ensuring quick detection and mitigation of threats.

7.7 Provide audit trails for all chatbot activities, allowing BMC to track changes, interactions, and data usage for transparency and accountability.

7.8 Implement spam prevention measures, such as rate limiting, user verification processes, and activity monitoring, to safeguard against bots and malicious activities.

7.9 Regularly update and patch chatbot software to address emerging security vulnerabilities and improve overall resilience.

7.10 Include provisions for user consent management, allowing citizens to review and manage the data collected through their interactions with the chatbot.

SECTION-4 :- Terms and Conditions

1. General Terms and Conditions

1.1. Tender Fee / Bid Processing Fee

1.1.1. Bidder has to submit Non refundable Tender Fee of Rs.1500/-(One Thousand Five Hundred Only) shall be submitted in the form of Demand Draft of any Nationalized Bank (having branch at Bhavnagar) in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.

1.1.2. Any bid received without Tender Fee shall be considered unresponsive and rejected.

1.1.3. The Bidder should submit separate DDs one each for Tender Fee and EMD.

1.2. Bid Security / Earnest Money Deposit (EMD)

1.2.1 Bidder has to submit E.M.D. of Rs.64500/-(Sixty-four thousand five hundred) shall be submitted in the form of Demand Draft of any Nationalized Bank(having branch at Bhavnagar) in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.

1.2.2 Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.

1.2.3 The EMD submitted by the bidder may be forfeited if,

a) The bidder withdraws the bid prior to validity period of the bid for any reason whatsoever.

b) The successful bidder fails to deposit security deposit / performance guarantee within the period specified in the tender.

c) The successful bidder is required to sign the agreement within 30 days from the date of issuance of the Letter of Intent (LOI) by the Computer Department. Failure to sign the agreement within the specified period may result in the cancellation of the bid. The bidder shall bear the cost of the agreement paper.

d) The bidder violates any of the provision of the terms and conditions of the tender.

e) The bidder submitting false/misleading information/declaration/documents.

f) The bidder is found to have indulged in fraudulent practices in the bid submission process.

Besides forfeiting the EMD, the BMC may ban the bidder from subsequent bidding for a period of not less than 1 years.

1.2.4 The decision of BMC regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

1.2.5 The EMD amount of all unsuccessful bidders will be returned as promptly as possible upon occurrence of any the following events, whichever is earlier:

    a) Receipt of the signed contract and performance security from the successful bidder. **OR**

    b) The end of the bid validity period, including extended period (if any)

1.2.6 The successful bidder will be refunded the EMD amount only after submission of the Security Deposit (SD).

1.2.7 No interest will be paid on EMD.

1.3 Performance Security Deposit:

1.3.1 The successful bidder shall deposit a performance security deposit of 5% of the contract value (excluding GST) within 30 days from the receipt of the LOI. The performance security deposit shall be furnished in the form of a Demand Draft or a Performance Bank Guarantee from any nationalized/scheduled bank, except **State Bank of India (SBI),** drawn in favor of **"Commissioner, Bhavnagar Municipal Corporation"** payable at Bhavnagar.

1.3.2 If the performance security deposit is not submitted within the 30 days from the receipt of the LOI, the BMC reserves the right to cancel the order or forfeit the EMD or both.

1.3.3 The Performance Security Deposit would be returned to the successful bidder without interest after the expiry or termination of the contract plus 3 months on satisfaction of the BMC that there are no dues recoverable from the successful Bidder.

1.3.4 If the selected bidder fail to complete the work or if the work is left incomplete in between BMC will forfeit the security deposit and black list the agency.

1.3.5 In the event of non-performance of obligation or failure to meet terms of this tender/contract or for any kind of recoveries, the BMC shall be forfeit Security Deposit(SD) without notice or right of demur to the Bidder.

1.3.6 Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of BMC should entitle the Bidder to a

reasonable extension of time, such extension may be considered by BMC at its sole and absolute discretion, however such extension shall not operate to relieve the Bidder of any of its obligations. BMC shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the Bidder would be required to extend the validity period of the performance guarantee accordingly.

1.4 Bid Validity Period

1.4.1 The bid shall remain valid for acceptance for a period of 180 days after the date of technical bid opening prescribed in the tender document.

1.4.2 In exceptional circumstances, the BMC may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

1.5 Bid Opening and Evaluation Process

1.5.1 Pre-Qualification :

1.5.1.1 Envelope '1' (Pre-Qualification) shall be opened first. If the documents in Envelope 1 meet the specified criteria, only then will Envelope '2' (Technical Bid) be opened.

1.5.2 Technical Bid :

1.5.2.1 Envelope '2' containing the technical Bid will be opened in the presence of the committee constituted by BMC and bidders / representative of the bidders at the address, date and time specified in this document. No separate intimation will be given to the bidders in this regard.

1.5.2.2 Technical proposals will be evaluated on the basis of compliance to eligibility criteria, technical specifications and other terms & conditions stipulated in the tender document.

1.5.2.3 During technical bid scrutiny, date calculation will be calculated from the last date of Physical submission of bid.

1.5.2.4 It should be specifically noted that the contents of technical offer must not reveal commercials.

1.5.2.5 BMC invites bidders to present a demonstration as part of the technical bid evaluation process.

1.5.2.6 At the end of the evaluation of the Technical Proposals, BMC shall invite bidders who have qualified for the opening of the Financial Proposals. No further

discussion/interface will be entertained with bidders whose bids have been technically disqualified.

1.5.3 Commercial/Financial Bid :

1.5.3.1 Financial proposal will be opened only of those bidders who qualify in the technical evaluation.

1.5.3.2 The Financial Bids will be evaluated for completeness, accuracy, and adherence to the terms and conditions specified in the Bid Document.

1.5.3.3 On the scheduled date and time, bids will be opened by the BMC Committee in presence of bidder's representatives. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign the required documents evidencing their attendance and opening of bids in their presence.

1.5.3.4 If any of the bidders or all bidders who have submitted the tender and are not present during the specified date and time of opening, BMC will proceed further with opening of financial bids in their absence.

1.5.3.5 The offers shall be evaluated and marked L1, L2, L3 etc. L1 being lowest offer(Financial) and then others in ascending order.

1.5.3.6 The bidder with lowest cost submitted (L1 rate) will get 100 score for commercial bid evaluation. For all other bidders, the commercial score will be calculated using the following formula :

$$Commercial\ Score\ of\ Bidder = \frac{Total\ Cost\ of\ Lowest\ Bidder (L1)}{Total\ Cost\ of\ the\ Bidder} \times 100$$

Examples :

    a. Marks scored by L1 = 100

    b. Marks scored by L2 = $\frac{Rate\ quoted\ by\ L1}{Rate\ quoted\ by\ L2} \times 100$

    c. Marks scored by L3 = $\frac{Rate\ quoted\ by\ L1}{Rate\ quoted\ by\ L3} \times 100$

1.5.3.7 BMC reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this tender document. BMC would not give any clarification/explanation to the concerned bidder in case of such rejection.

1.5.3.8 BMC may waive off any minor infirmity or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

1.8 Selection Method

1.8.1 **Method of selection is** : Quality & Cost Based Selection (QCBS) on 70:30 basis (70% weightage will be given to the Technical Proposal and 30% weightage will be given to the Commercial Proposal).

1.8.2 Final Evaluation of the overall score will be calculated as follows: -

$$Final\ Score \\ = (Technical\ Score\ of\ Bidder \times 0.70) \\ + (Commercial\ Score\ of\ Bidder \times 0.30)$$

1.8.3 The bidder scoring highest in the final score will be considered for award of contract.

1.8.4 The If there is tie between bidders in final score, the bidder having highest commercial score in the commercial evaluation will be given preference for award of contract.

1.8.5 BMC reserves the right to negotiate with the bidder whose proposal has been ranked first(highest in final score).

1.9 Pre-Bid Meeting

1.9.1 Any clarification required by prospective bidders shall be discussed and clarified during the pre-bid meeting which will be held at place mentioned in Important Information section of this document.

1.9.2 Prospective bidders may send their queries to be discussed during pre-bid meeting at least 2(two) days in advance in writing or email on itmanager.bmc@gmail.com as per predefine format. Format of pre-bid queries is shown in **annexure- 10**

1.9.3 The BMC may also on its own initiative, if deemed necessary, issue interpretations and clarifications to all bidders. Verbal clarifications and information given by the BMC or its employees or representatives shall not in any way or manner be binding on the BMC.

1.9.4 It would be the responsibility of the Bidders to be present at the venue of the pre-bid meeting.

1.9.5 BMC has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

1.9.6   No query will be entertained after the pre-bid meeting.

1.9.7   The BMC will try his best to respond to the questions raised or clarifications sought by the Bidders. However, The BMC reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring the BMC to respond to any question or to provide any clarification.

1.9.8   The text of the clarifications asked (without identifying the source of enquiry) and the response given by the BMC, together with amendment to the bidding document, if any, will be posted on the BMC's website www.bmcgujarat.com and Procurement portal www.tender.nprocure.com

1.9.9   It would be responsibility of the bidder to check the websites before final submission of bids.

1.10 Amendment to the Tender Document

1.10.1 At any time prior to the deadline for submission of Bids, BMC may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidder(s), modify the tender document by corrigendum, which would be published on the BMC's website (www.bmcgujarat.com) and online procurement portal (www.tender.nprocure.com)

1.10.2 The Corrigendum shall be binding on all Bidders and will form part of the bid documents

1.10.3 All Bidders must ensure that such clarifications/amendments have been considered by them before submitting the bid. BMC will not have any responsibility in case some omission is done by any bidder

1.10.4 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the BMC, at its discretion, may extend the deadline for the submission of Bids.

1.11   Modification and Withdrawal of Bids

1.11.1   The bidder may modify or withdraw his bid before the last date of submission of bids

1.11.2   No bid may be modified subsequent to the deadline for submission of the bids.

1.11.3 No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.

1.12 Expenses

It may be noted that BMC will not pay any additional amount separately towards travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses or any other fees /charges.

1.13 Subcontracting

The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by the bidder under the contract without the prior written consent of the BMC.

1.14 Additional Information/Clarification

BMC reserve the right to seek any additional information/ documents, as they may deem necessary to any matters covered by this bid. Bidders shall provide such additional information or clarification as sought by BMC within the provided time frame.

1.14 Cross Checking

BMC reserve the right to contact and verify information, references and data submitted by the bidder in the bid.

1.15 Force Majeure

1.15.1 The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, riot, terrorist or military action, industry wide or state wide or India wide strikes or industrial action which prevent execution of pick up stand / queue shed, strikes or boycotts (other than those involving the Bidder or their respective employees/representative or attributable to any act or

omission of any of them) interrupting supplies and services, either in fires, floods, strikes, lock-outs and freight embargoes.

1.15.2 If a Force Majeure situation arises, the Bidder shall promptly notify the Commissioner, Bhavnagar Municipal Corporation, in writing of such conditions and the cause thereof within 10 calendar days. Unless otherwise directed by the Municipal Commissioner in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

1.15.3 In the event of delay lasting over two months, if arising out of causes of Force Majeure, BMC reserves the right to cancel the order.

1.15.4 Delivery &Issue resolution period may be extended due to circumstances relating to Force Majeure by the BMC.Bidder shall not claim any further extension for delivery &Issue resolution or completion of work.

1.15.5 BMC shall not be liable to pay extra costs under any circumstances.

1.15.6 Notwithstanding above, the decision of the Commissioner, Bhavnagar Municipal Corporation, shall be final and binding on the Bidder.

1.16 Payment terms & condition

1.16.1 No Advance Payment will be done

1.16.2 Agency do not have any rights to challenge delay in payment due to financial or Terms/conditions/law related issue at BMC side.

1.16.3 70% of the Whatsapp chatbot development charges will be paid after the "Completion Certificate / Go-Live / Successful WhatsApp Chatbot Development and Integration" Certificate is issued by BMC, and the remaining 30% will be paid after 3 months of success. This charge will be paid once during the contract period. The invoice should be provided in duplicate (two copies).

1.16.4 The AMC period for 1 year will Start from the date mentioned in the "Completion Certificate / Go-Live / Successful WhatsApp Chatbot Development and Integration" certificate issued by the Computer Department, Bhavnagar Municipal Corporation. During this AMC period, payments for WhatsApp chatbot maintenance, new feature

implementation charges, and any applicable annual WhatsApp platform usage and maintenance charges will be invoiced on a quarterly basis.

1.16.5   The agency must raise a separate AMC (Annual Maintenance Contract) bill with applicable GST for each quarter. The invoice should be provided in duplicate (two copies).

1.17   Conditions for Extension of this contract after completion of this AMC :

1.17.1   If the agency not interested with increasing the period of contract, then also BMC has the right to extend the AMC contract to maximum 6 months.

1.17.2   During extended period, successful bidder must have to follow all the terms and condition decided for this RFP.

1.17.3   Cost of the extended period would be as per the rates quoted for the one year as mentioned in commercial bid. Final payment will be done based on actual number of months and days for which contract extended after completion of 1 years of AMC contract.

1.18   Termination of Contract

BMC may terminate the Contract if

1.18.1   The selected bidder does not start performing the contract within 30 days from the Date of LOI.

1.18.2   The selected bidder stops performing the contract or withdraw the activity to perform the contract.

1.18.3   The selected bidder breaches any terms and conditions of the contract.

1.18.4   The selected bidder does not follow the written instructions given by BMC.

1.18.5   The selected bidder does not perform the contract up to the satisfactory level even after regular feedback from BMC.

1.18.6   Besides terminating the contract, BMC may put bidder into blacklist for a period of not less than 3 years.

1.19   No Commitment to Accept Lowest or Any Offer

1.19.1   The BMC reserves the right to accept or reject any or all the bids without assigning any reason whatsoever. Any decision of the BMC in this regard shall be final, conclusive and binding on the bidder.

1.19.2 The BMC will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

1.19.3 The BMC reserves the right to re-tender.

1.20   General Criteria for Disqualification

BMC will have the discretion to disqualify any bid(s) if: -

(a)   The bidder fails to provide the information required in the Bid Proposal or any additional information as requested by BMC during the Tendering process.

(b)   The bidder not fulfilling any terms & conditions specified in Tender document.

(c)   Misrepresentations in the Bid Proposal or any supporting documentation.

(d)   Incomplete or conditional bids

(e)   Bid received by BMC after the deadline for submission of Bids

(f)   Bids found unsigned or bids signed by unauthorized person

(g)   Price quoted/indicated in the Technical Bid.

(h)   Bid submitted without Tender Fee or EMD or both.

(i)   Physical documents not submitted via RPAD/Speed Post/Courier.

(j)   Non-compliance of any requirement of this tender document

1.21   Agency must have to remain present at BMC at any point of time whenever asked by BMC Officials at their own cost and responsibility to discuss current work progress or new proposed work discussion or any critical error/issue arise etc.

1.22   In case of 2-3 or more simultaneous work assigned by BMC at the same time to the agency, Agency has to complete all the work within specified timeline by adding/managing resources at their level without any extra cost.

1.23   During AMC period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time, Security Deposit will be forfeited and agency will be black listed, if decided by higher authority.

1.24   Selected bidder will have to start necessary formalities from the date of LOI "(letter of intent)" issued by Computer Department, Bhavnagar municipal Corporation.

1.25   The AMC period for 1 year will start from the date mentioned in the "Completion Certificate / Go-Live / Successful WhatsApp Chatbot Development and Integration" certificate issued by the Computer Department, Bhavnagar Municipal Corporation.

1.26 Tenders submitted by Tenderer shall remain valid for acceptance for a period of 180 days from the date of opening of the tender.

1.27 The successful bidder must provide the contact details (name, mobile number, and email) of the entire hierarchy (Developer > Team Leader > Project Manager) of the agency for each software. These details must be submitted in writing to the Computer Department within the first 30 days from the date of issuance of the Letter of Intent (LOI), along with the Escalation Matrix as specified in Annexure - 8.

1.28 This Project's (Each item's) Timeline/Deadline will start from the date of "LOI" issued by Computer Department, Bhavnagar Municipal Corporation.

1.29 It is agency's responsibility to request "Completion Certificate / Go-Live / Successful WhatsApp Chatbot Development and Integration" and "Completion Certificate" for "This Project" in written from Computer Department.

1.30 If the allocated resource changed by agency, then agency must have to report about this in written within 7 days and put other resource.

1.31 The scope of work is subject to change at the discretion of BMC, which reserves the right to modify or alter the scope as needed during the project.

1.32 Agency has no right to challenge timeline decided by BMC for new development.

1.33 Company/agency has to quote the rate for **Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)**. The agency has to do all kind of work regarding **Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)** during AMC period without any extra charges.

1.34 Draft of agreement will be Provided by BMC.

1.35 The successful bidder fails to sign an agreement within 30 days.

2. Technical Terms and Conditions

2.1 Development Timeline: The bidder must complete the WhatsApp chatbot development for Bhavnagar Municipal Corporation (BMC) within 120 days as per the timeline below, starting from the date the Letter of Intent (LOI) is issued by the Computer Department, Bhavnagar Municipal Corporation.

Sr No.	Work Description	Time Limit (No of Days)
1	Agreement Process	30 Days
2	Requirement Gathering for WhatsApp Chatbot Flow	5 Days
3	Submission of Software Requirement Specification (SRS) for WhatsApp Chatbot	10 Days
4	Approval of WhatsApp Chatbot SRS by BMC	7 Days
5	Wireframe Submission	7 Days
6	Wireframe Approval by BMC	3 Days
7	WhatsApp Chatbot Development (Including APIs & Multilingual Support)	30 Days
8	Internal Testing by Successful Bidder	5 Days
9	Testing and Feedback by BMC Officials	3 Days
10	Testing After If any Bug/Issue find to Solve	5 Days
11	Deployment on BMC Servers (Ubuntu and Windows)	7 Days
12	Training BMC Officials for Chatbot Operation	3 Days
13	Final Approval and Handover	5 Days
	Total Days	**120 Days**

2.2 Seamless Integration and Expansion: The agency must ensure:

2.2.1 Seamless development and integration of the WhatsApp chatbot into all specified BMC modules, enabling automated responses, interactions, and functionalities via WhatsApp.

2.2.2 Integration of the WhatsApp chatbot with any new online software or services developed for BMC during the AMC period, without incurring additional costs to BMC.

2.3   **Information Availability:** Additional technical or operational information regarding the WhatsApp chatbot project can be obtained from the Computer Department at BMC.

2.4   **Robustness and Security of Features:** All new features developed during the AMC period must be robust, secure, and adhere to industry best practices for software security and performance.

2.5   **Version Management and Control:** The agency must implement robust version management practices to ensure system integrity, traceability, and efficient organization of the WhatsApp chatbot development lifecycle. This includes:

2.5.1   Providing version-wise patch and code management storage on the BMC server.

2.5.2   Ensuring each update includes version-controlled code, DLL files, and a publishing note, with clear details of changes made.

2.5.3   Maintaining date-wise and version-wise backups of both the source code and database, securely stored in BMC-specified locations for future reference and recovery.

2.6   **Source Code Handover and Ownership:** The agency must provide the final source code, along with all associated documentation, to BMC upon request or at the end of the AMC period. The source code must be delivered on a secure medium (e.g., DVD or external storage). BMC will retain sole ownership of the source code and reserves the right to use, modify, or extend it for any purpose without restrictions.

2.7   **Source Code Deployment:** The agency must ensure the WhatsApp chatbot source code is deployed securely from virus-protected endpoints within the network. Updated source code, along with deployment notes, must be provided to BMC during every patch deployment or full system deployment on BMC servers. The agency must allocate secure systems for the chatbot's development and deployment, adhering to all necessary security and safety measures as instructed by BMC authorities.

2.8   **Meeting and Documentation Requirements:** After each meeting with BMC departments, the agency must draft the Minutes of Meeting (MOM) in the approved format and in the Gujarati language. The agency must update the Software Requirement Specification (SRS) for the WhatsApp chatbot based on the discussions during the meeting. The finalized MOM and updated SRS must be submitted to the Computer Department within 5 days of the meeting. The agency is responsible for securing approval for the MOM and

SRS from the Computer Department shall complete the task within the timeframe decided by BMC, incorporating any changes or suggestions provided by BMC officials

2.9 **Approval of SRS**: The selected agency must prepare and submit the SRS document for the WhatsApp chatbot to BMC. Development will commence only after the SRS is reviewed and approved by the Computer Department.

2.10 **Database Management**: The agency must implement all required changes related to the database, including performance tuning, optimization, and query enhancement for the WhatsApp chatbot to ensure smooth operation and efficiency.

2.11 **Technical Support**: If specialized technical expertise or support is required during the WhatsApp chatbot development, the agency must arrange for it without incurring any additional cost to BMC.

2.12 **Weekly Status Reporting**: The agency must provide a weekly status report during the chatbot development period in a format specified by BMC. The format can be updated by BMC at any time to align with project requirements.

2.13 **Testing and Deployment Assurance:** The agency is responsible for ensuring the smooth functionality and user experience of the WhatsApp chatbot through comprehensive testing and deployment practices. This includes:

2.13.1 Thoroughly testing all new developments, updates, and changes to the WhatsApp chatbot before deploying them on the BMC server.

2.13.2 Conducting module testing to verify and validate the functionality of affected or surrounding modules, ensuring seamless integration and avoiding disruptions.

2.13.3 Performing deployment testing for all changes, including updates and patches, to identify and resolve any issues before deploying them to live servers.

2.13.4 Maintaining a backup of the existing system and preparing a revert plan to ensure quick restoration in case of deployment failures or issues.

2.14 **Multilingual Help Documentation:** If the agency develops new features for the WhatsApp chatbot, they must create and provide help pages in both Gujarati and English to facilitate user understanding and engagement.

2.15 **Adherence to Development Standards:** The agency must follow standard Python and SQL programming practices during the development of the WhatsApp chatbot to ensure maintainability and performance.

2.16 **Compliance with Practices, Technological Adaptation, and GR Updates:** The agency must ensure adherence to specified practices and timely integration of technological updates during the development and maintenance of the WhatsApp chatbot. This includes:

    2.16.1 **Compliance with Development Practices:** The agency must immediately adopt and implement any specific Python or SQL development practices specified by BMC during the WhatsApp chatbot development to ensure alignment with organizational standards.

    2.16.2 **Adapting to Technological Changes:** During the AMC period, the agency must integrate any new technologies relevant to chatbot development that are introduced or adopted by BMC within one month of notification. This adaptation will be provided at no additional cost, except for necessary licenses, which will be procured by BMC.

    2.16.3 **Government Resolution (GR) Compliance:** If the Central or State Government issues a GR related to technology updates, the agency must implement the required changes in the WhatsApp chatbot promptly and in accordance with the GR specifications.

2.17 **Server Management:** The agency is responsible for managing the IIS (or equivalent server environment) for hosting the WhatsApp chatbot, ensuring uninterrupted service.

2.18 **Performance Enhancements:** As needed, the agency must implement performance improvements in Python code, database queries, and other relevant areas to optimize the WhatsApp chatbot's performance.

2.19 **Security and Plugin Management:** The agency must ensure that all scripts, plugins, and software components used for the WhatsApp chatbot are regularly updated with the latest patches to ensure system security and functionality. Critical security patches must be applied within 15 days, while other updates must be applied within 30 days. The agency is also responsible for implementing robust security measures for the WhatsApp chatbot, including encrypted user credentials, rate limiting, user verification processes, detection of unusual activity patterns, and safeguarding against known vulnerabilities to protect both the system and user data.

2.20   Comprehensive Analysis: The agency is responsible for thoroughly analyzing new feature requests or modifications to the WhatsApp chatbot, submitting a detailed proposal, and completing the work within the specified timeline. No extensions will be provided for delays caused by poor analysis.

2.21   Third-Party Integrations: The agency must have expertise in integrating third-party APIs, as required for the WhatsApp chatbot's functionality.

2.22   Encryption and User Security: The agency must ensure that all user credentials, data, and interactions within the WhatsApp chatbot are secured through encryption and other advanced security measures.

2.23   Vulnerability Management: The agency must promptly address and resolve any vulnerabilities identified during security audits of the WhatsApp chatbot without additional cost to BMC.

2.24   Secure Source Code Management: The agency must securely store the chatbot's source code in a protected environment and ensure it is accessible only to authorized personnel.

2.25   Dedicated Teams for Multiple Projects: If the agency is handling multiple chatbot projects, dedicated teams must be allocated for each to meet the deadlines.

2.26   Developer Allocation for AMC: During the AMC period, the agency must assign at least one developer for chatbot projects and submit the team details within 30 days of completion certification.

2.27   Development and Coding Standards: The agency must adhere to best practices for development, coding, database management, and user interaction during the WhatsApp chatbot development process, ensuring maintainable, secure, and efficient software. These standards include:

2.27.1   Adopting clear code formatting, meaningful naming conventions, and following industry-recognized style guides (e.g., PEP 8 for Python).

2.27.2   Using efficient database operations, such as parameterized queries, stored procedures, and minimizing reliance on temporary tables or redundant data structures.

2.27.3   Implementing comprehensive validation and error handling at both server and client levels to ensure smooth user experiences and prevent crashes.

2.27.4   Optimizing database queries and operations for performance, ensuring scalability for high-volume traffic and interactions.

2.27.5   Enforcing robust exception handling and implementing security measures such as input sanitization, encryption of sensitive data, and compliance with data protection regulations to prevent unauthorized access, data breaches, or vulnerabilities.

2.27.6   Designing the architecture with modularity and reusability in mind, enabling seamless future upgrades or integration with other systems.

2.27.7   Testing the chatbot thoroughly, including unit, integration, and user acceptance testing, to ensure reliability and functionality across various scenarios.

2.27.8   Documenting the code, architecture, and workflows in detail to facilitate understanding, troubleshooting, and further enhancements.

3   Manpower

3.1   Contact Information: The successful bidder must provide the contact details (name, mobile number, and email) of all hierarchy levels involved in the WhatsApp chatbot project (Developer > Team Leader > Project Manager) to the Computer Department within 30 days of the Letter of Intent (LOI) issuance by BMC.

3.2   Resource Management: The Project Manager will handle resource monitoring and management, while the Team Leader is responsible for task allocation and task breakdown for team members.

3.3   Dedicated Developer Requirement: The bidder must allocate a minimum of one dedicated developer with at least two years of experience in Python, Flask/Django, SQL Server/PostgreSQL, and REST API development for the WhatsApp chatbot project.

3.4   Developer Replacement Notification: In the event of a developer/engineer replacement, the agency must notify BMC in writing at least 10 days prior to the change, ensuring the new developer meets the qualifications stated in the tender.

3.5   Knowledge Transfer Post-AMC: If a new agency is selected for the subsequent AMC period, the successful bidder must provide a minimum of five free training sessions to the new agency for knowledge sharing.

3.6   Knowledge Acquisition Period: The selected bidder must acquire all necessary technical knowledge related to the WhatsApp chatbot from BMC within one month and begin work independently within that timeframe.

3.7   Availability for Meetings: The agency must ensure the presence of their team at BMC's office when requested by BMC officials to discuss progress, proposed tasks, or to resolve critical issues, at the agency's expense.

3.8   Simultaneous Work Management: If multiple tasks are assigned by BMC, the agency must ensure timely completion of all tasks by adding or managing resources as needed, without incurring additional costs.

3.9   Unsatisfactory Performance: If BMC finds the assigned developer's work unsatisfactory (e.g., weak programming, poor analysis), after two notices, the agency must replace the developer within one month as per the prequalification criteria in the tender.

3.10   Developer Replacement Limit: The agency can replace the assigned developer a maximum of two times during the one-year AMC period due to internal company needs. Replacements due to unsatisfactory performance (per clause 3.9) do not count toward this limit.

3.11   Leave Approval for Developers: The assigned developer must obtain leave approval from BMC for long leave requests.

3.12   Short-Term Leave Management: For short-term leaves (1-2 days), the agency must ensure another developer, familiar with the WhatsApp chatbot's logic and database, is available to cover during the leave period. This must be communicated to BMC in advance.

3.13   Knowledge Transition During Replacement: In the case of developer replacement, both the outgoing and incoming developers must work together for one month to ensure a smooth knowledge transition.

3.14   Team Knowledge Requirements: The project manager, team leader, and developer must have a comprehensive understanding of the WhatsApp chatbot, including its logic, programming standards, database design, and any issues or updates.

3.15   Developer Knowledge Requirements: The assigned developer must be fully knowledgeable about the chatbot's logic, programming standards, and database design.

3.16   Leave Replacement for Developers: If a developer takes leave, the agency must ensure a qualified developer is available to take over during the leave period.

3.17 Scheduled Meetings with BMC: The project leader and developer must attend meetings at BMC's office at least once every three months, or as requested by BMC officials, at the agency's expense.

3.18 Task Assignment and Competency: New development, alterations, maintenance work, or issue resolution for the WhatsApp Chatbot or WhatsApp Message Service will be assigned by BMC through email, written letter, ticketing tool, phone call, or face-to-face instructions. The agency must ensure it has competent, qualified, and trained staff to handle such tasks efficiently.

4 Penalty

4.1 Service Level Agreement (SLA) and Penalty

4.1.1 **Termination for Unsatisfactory Performance:** If the agency's work is found unsatisfactory by BMC officials at any point, the Commissioner has the right to terminate the contract. In such cases, the security deposit will be forfeited, and the agency may be blacklisted, subject to higher authority approval.

4.1.2 **Priority-wise SLA for Issue Resolution:** The agency must resolve errors/issues according to the priority and time limits below. If the agency fails to meet the specified SLA, penalties will be applied as follows:

Priority	Time limit (in Days)	Priority Description	Penalty Amount (in Rs./day)
P1	1	Major functional failure / Breakdown /High Priority/Urgent work required by BMC	3000/-
P2	3	Some parts of system hamper the office work	2000/-
P3	20	Minor change which does not affecting routine work	500/-
Unattended Meeting	As decided by BMC	Visit BMC to do Discussion for current work progress or new proposed work discussion or any critical error/issue arise	1500/-

Delay in Submission of MOM	5	Complete Minutes of Meeting within timeline and with accuracy	300/-
Delay in New development/ Major modification	As decided by BMC	New Development work or Major modification	1000/-

4.1.3 **Task Assignment Notification:** Changes, issues, or errors related to the development, maintenance, and support of the WhatsApp Chatbot, as well as any new developments, will be assigned to the agency by BMC officials via email, written letter, ticketing tool, phone call, or face-to-face instructions.

4.1.4 **SLA Compliance for Issues and Errors:** The agency must address all issues, errors, or change requests within the SLA guidelines as defined in Section 4.1.2. For critical or major issues, the agency must provide immediate support and resolve the issue within the same day. If the SLA is not met, BMC will charge penalties based on the priority level.

4.1.5 **Penalty for Delay in New Development or Major Modification:** If the agency fails to complete new development or major modifications within the stipulated time as assigned by BMC, penalties will be applied as per Section 4.1.2.

4.1.6 **Penalty Calculation:** Penalty will be calculated at the end of each month or quarter and deducted from the bill amount for that corresponding period or from the security deposit (SD).

4.1.7 **No Objection to BMC's Priority Assignment:** The agency has no right to dispute the priority set by BMC for any task. The priority assigned by BMC will be final.

4.1.8 **Penalty for Absence in Meetings and Delay in MOM:** If the agency's team (manager, team leader, designer, tester, or developer) is absent from any meeting arranged by BMC, or if the agency fails to prepare and submit the Minutes of Meeting (MOM) within 5 days from the meeting date, penalties will be imposed according to the priority-wise SLA in Section 4.1.2.

4.1.9 **Support During Emergencies and Holidays:** In emergency situations or for special requirements, the agency must provide support during holidays without

additional charges. Failure to do so will incur a penalty equivalent to a **P1** category issue (as per Section 4.1.2).

4.1.10   The party subjected to the penalty shall have no right to object to the Authority's decision regarding its imposition, calculation, or enforcement, which shall be final and binding.

4.1.11   **Maximum Penalty Limit:** The total penalty amount shall not exceed **25% of the total contract value**. If the penalty exceeds this limit, the Commissioner reserves the right to terminate the contract, forfeit the security deposit, and blacklist the agency, subject to the decision of the higher authority.

SECTION-5 :- SPECIAL CONDITION OF THE TENDER

5.1   In order to explore the best possible rate and ensure completion of the work in the stipulated time limit, BMC is inviting technical and financial offers from the interested bidders.

5.2   Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof. Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.

5.3   During contract period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time. Also Commissioner, Bhavnagar Municipal Corporation reserve the right to forfeit the EMD of successful bidder and agency will be black listed, if decided/required.

SECTION-7 :- Commercial Bid

Sr. No.	Category	Quantity (Indicative)*	Unit	Unit Cost (excluding GST)	Total cost (excluding GST)	GST %
A	B	C	D	E	F (C*E)	G
1	Whatsapp Chatbot Development And Implementation	1	Time			
2	Whatsapp Chatbot Service Maintenance And New Features Implementation Charge (AMC for 1 year)	1	Time			
			Total Amount			

Important Notes:

1. **Submission Method**: The bidder must submit the financial proposal only through the e-tendering website at https://tender.nprocure.com using digital signatures.

2. **Rejection of Physical Submission**: Commercial bids in physical form or submitted via fax/email will be out rightly rejected.

3. **Mandatory Price Submission**: All items listed above must have a quoted price. Failure to provide a price for any item will result in the rejection of the tender.

4. **Exclusion of Taxes**: All prices should be quoted exclusive of GST. The applicable tax will be charged according to government rules.

5. **Currency**: Prices should be quoted in Indian Rupees (INR) only.

6. **Service Level Compliance**: The service levels will adhere to Facebook/WhatsApp norms.

7. **Support**: Standard 24x7 support must be provided by the bidder.

8. **WhatsApp Official Business Account**: The official business account (Green Badge) will be included, upon approval by WhatsApp, without any extra charges.

9. **Price Submission Online Only**: The price bid must be submitted exclusively online through the e-tendering website. Any physical or offline submission will result in rejection of the bid.

SECTION 9: Annexures
Annexure-1 Bid Letter

(On bidder's letter head with duly seal and signed by authorized person)

Date: dd/mm/yyyy

To,
The Commissioner Shree,
Bhavnagar Municipal Corporation,
Bhavnagar

Subject : Tender bidding **Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)** in Bhavnagar Municipal Corporation

Respected Sir,

We here by submitting our offer in full compliance with terms & conditions mentioned in this tender. The offer is submitted the offer in two separate and sealed envelopes marked as Technical Bid & Tender Fee and EMD. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the bidder. We here by agree with that non-compliance in any terms & conditions mentioned in this tender document will result in rejection of our bid and we will abide by any decision taken in this regards by BMC authority.

We hereby certify that the person signing the tender is fully complying the 3rd clause of Section I: Technical Bid Criteria.

We are aware that Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof and Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Name	:	………………………………………………………….
Designation	:	………………………………………………………….
Mobile Number	:	………………………………………………………….

Annexure-2 Letter Of Authority

(On bidder's letter head with duly seal and signed by authorized person)

Date: dd/mm/yyyy

To,
The Commissioner Shree,
Bhavnagar Municipal Corporation,
Bhavnagar

SUBJECT : **Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)**

Dear Sir,

We, …………………………………………………………… (Bidder's Name), do hereby authorize Shri/Smt………………………………………………………………..holding the post of ………………………………… in our organization to represent our organization in this tender and to carry out all the formalities relating thereto.

Representative Person Sign : _____

Authorized Person Sign : _____

Company Seal

Annexure-3 Agency Turnover

(To be submitted on Chartered Accountant's Letter head)

Name of the Firm   :   ………………………………………………………….

GST Details   :   ………………………………………………………….

PAN Details   :   ………………………………………………………….

Period	Turnover in Rs.
2021-22	
2022-23	
2023-24	

It is certified that the details provided above are corrected and I have gone through relevant records to come out with the figures quoted above.

Place :- …………………………………………

Date :- ………………………………………….   **SIGN & SEAL of Chartered Accountant**

[Note:- Kindly Attach Income Tax Return Acknowledgement of respective year.]

Annexure-4 Relevant Work Experience Details

(On bidder's letter head with duly seal and signed by authorized person)

Sr. No.	Name of the Dept./Organization where Project was done	Work Order Number & Date	Duration of Project(month/Year)	Order Value
1				
2				
3				
4				
5				

Place :- …………………………………

Date :- …………………………………..   **AUTHORISED SIGNATORY OF THE FIRM WITH SEAL**

Note: Also attach Copy of Work Orders Which are mention above

Annexure-5 : Non-Blacklisting Certificate

(On Non judicial Stamp paper of Rs.100/- duly attested by the First class Magistrate/Notary Public)

I M/s ……………………………………………………………………………………………………… (Bidder), ……………………………………………………………………………………………….. (name and address of the registered office) hereby certify and confirm that we or any of our promoter(s)/director(s) are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project(s), either individually or as member of a sub-contractor as on the ………………………………….. (Bid submission Date), rejection in case any material misrepresentation is made or discovered with regard to the requirements.

We further confirm that we are aware that our Application for the captioned Project would be liable for of this Tender at any stage of the Bidding Process or thereafter during the agreement period. Dated this ……………….Day of ……………………… 2025.

Place……………………………..

Date……………………………

SIGN & SEAL of Authorized Person

ANNEXURE-6 Disclosure Of EPF Not Applicable

(On bidder's letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency ………………………………………………………………….. applied bid for **"Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)"** procured by Computer Department, Bhavnagar Municipal Corporation. We declare that our organization is not registered under EPF rule, a certificate of which is hereby given and in future any question or liability arising under EPF rules shall be the sole responsibility of our organization/agency.

Place……………………………..   SIGN & SEAL of Authorized Person

Date……………………………

ANNEXURE-7 Disclosure of ESIC not applicable

(On bidder's letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency ………………………………………………………………………… applied bid for **"Selection of Service Provider For Development, Maintenance & Support of Whatsapp Chatbot Solution For Bhavnagar Municipal Corporation (With AMC of 1 Year)"** procured by Computer Department, Bhavnagar Municipal Corporation. We declare that our organization is not registered under E.S.I.C. rule, a certificate of which is hereby given and in future any question or liability arising under E.S.I.C. rules shall be the sole responsibility of our organization/agency.

Place……………………………..   SIGN & SEAL of Authorized Person

Date……………………………

Annexure-8 Escalation Matrix

(On bidder's letter head with duly seal and signed by authorized person)

Name of the Firm   :   ………………………………………………………………….

	Name	**Contact Number**	**Designation**	**Turn Around Time (TAT) in hours**
Level 1				
Level 2				
Level 3				
Level 4				

Place :- …………………………………

Date :- ………………………………….

Annexure-9 Compliance Sheet

Sr. No.	Description	Status (Yes or No)	Remarks
1	Bidder must provide dashboard features for monitoring chatbot activities, performance, compliance status, etc.		
2	The bidder must provide various types of reports on chatbot usage and performance, such as message delivery rates and errors.		
3	Bidder must provide tools and procedures for managing users and agents interacting with the chatbot services.		
4	Detailed reporting capabilities on chatbot performance, compliance metrics, etc.		
5	Specifications and measures ensuring robust encryption and overall security of chatbot interactions.		
6	Processes and standards for integrating chatbot services with other systems and platforms. WhatsApp integration needs to be implemented across all modules as required by BMC.		
7	Capability to monitor and review live chatbot interactions in real-time.		
8	Ensuring chatbots can provide timely and accurate responses within defined parameters.		
9	Ensure compliance with GDPR, CCPA, or other relevant data protection regulations for chatbot interactions.		
10	Ensure chatbot responses comply with WhatsApp's policies on prohibited content.		
11	Ensure end-to-end encryption for message security in chatbot interactions.		
12	Outline procedures for handling user queries and complaints related to the chatbot.		
13	Adhere to regulations regarding permissible hours for message delivery by the chatbot.		
14	Procedures for handling user requests for accessing their data related to chatbot interactions.		
15	Detail security measures in place to protect user data and prevent unauthorized access in chatbot interactions.		
16	Regular review of chatbot functionality to ensure compliance with regulations and guidelines.		

17	Service Provider should have an in-house team for chatbot development and maintenance to handle basic FAQs, queries.		
18	Chatbot should support real-time, interactive conversations with users without any delay.		
19	Chatbot should include button selection options to make interaction fast.		
20	The chatbot should be capable of collecting data in a structured way and pushing it to CRM/ERP, native applications, and third-party data/media applications.		
21	Chatbot developed by the Service Provider should support multilingual interactions.		
22	The chatbot platform should support sending messages in media formats like images, PDFs, audio, video, GIFs, emojis, etc., as allowed by WhatsApp.		
23	The chatbot platform must allow 2-way communication between the business and end-users.		
24	The chatbot should support the ability to share links with users and track these links to monitor user engagement and interactions.		
25	Chatbot should support the integration of one-click payment solutions without extra cost to the organization.		
26	The chatbot platform should have AI and NLP built-in for better user experience.		
27	The chatbot platform should be a low-code/no-code platform, facilitating drag-and-drop of components for designing and deploying chatbots.		
28	The chatbot should be seamlessly integrated into both the website and mobile apps.		
29	The chatbot platform should allow the addition of live agent conversation if the chatbot cannot resolve the user's query.		
30	Chatbot should support a minimum of 30 submenu options for interaction.		
31	Reports/Analytics modules should provide usage and analytical data as required by the Client.		
32	The chatbot platform should be able to host the full solution securely over a cloud, with ISO 27001:2013, ISO 9001:2015 certifications.		
33	Chatbot platform should have a unified platform with a single dashboard for controlling all services implemented.		

Annexure-10 Bidder's Request For Clarification

Sr. No.	Tender Document Reference (Section, Clause & Page Number)	Actual Content of Tender Document	Queries by Bidder